



Director's Conference: Contract Management Operations Perspective

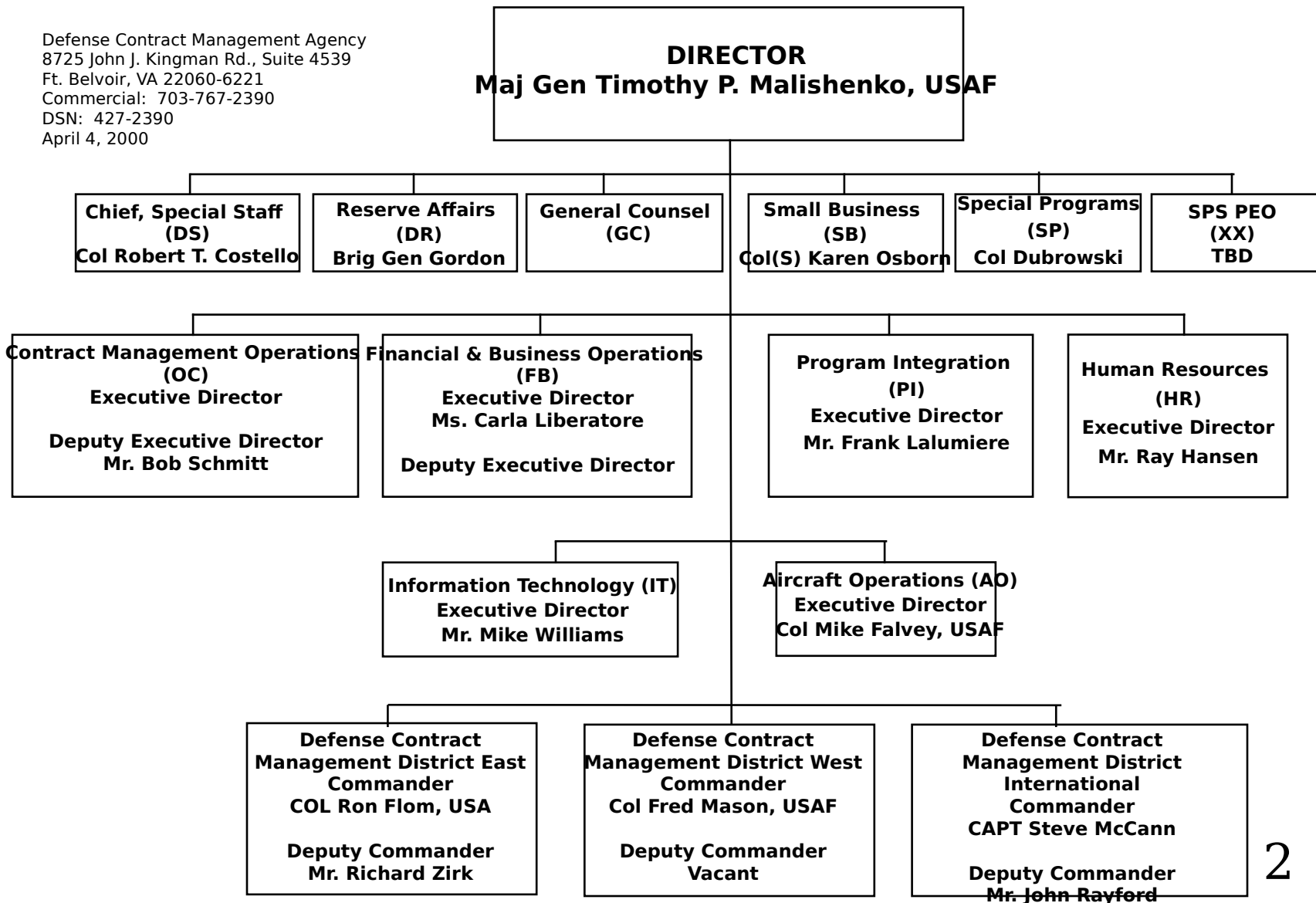
Concept of Operations

Presented By:

**Mr. Robert Schmitt
Deputy Executive Director
June 20, 2000**

Agency Organization

Defense Contract Management Agency
8725 John J. Kingman Rd., Suite 4539
Ft. Belvoir, VA 22060-6221
Commercial: 703-767-2390
DSN: 427-2390
April 4, 2000



Operating Principles - the Guideposts to Perform

Process Management

Improvement of the Agency processes is the most effective way to maintain our value to the DCMA customer.

Performance Focus

Focus Agency resources and efforts by the impact on process performance and increased value to our customers

Process Centric

Process to be central to all policy, training, and performance efforts.

Vision, Mission, Goals

- **Vision**
 - **DCMA People Teaming to Provide World Class Contract Management Services**
- **Mission**
 - **Provide Customer Focused Contract Management Services, Throughout the Acquisition Life Cycle-Around the Clock, Around the World.**
- **Goals**
 - **Deliver Great Customer Service**
 - **Lead the Way to Efficient and Effective Business Processes**
 - **Enable DCMA People to Excel**

CONCEPT OF OPERATIONS

Service Sets - What we do for our customers

Integrated Management System Framework

One Book Process Definition

PLAS Reporting by Process

Activity Based Management

Command-wide Performance Contracts

Accountability for results

DCMA Service Sets

Pre-Contractual Advice Services

Major Program Services

Risk Assessment Services

Product Support Services

Delivery Services

Pricing/Modification Services

Bus & Fin Systems Services

Flight Ops Services

Payment & Fin Mgmt Services

Contract Closeout Services

Right Item

Right Time

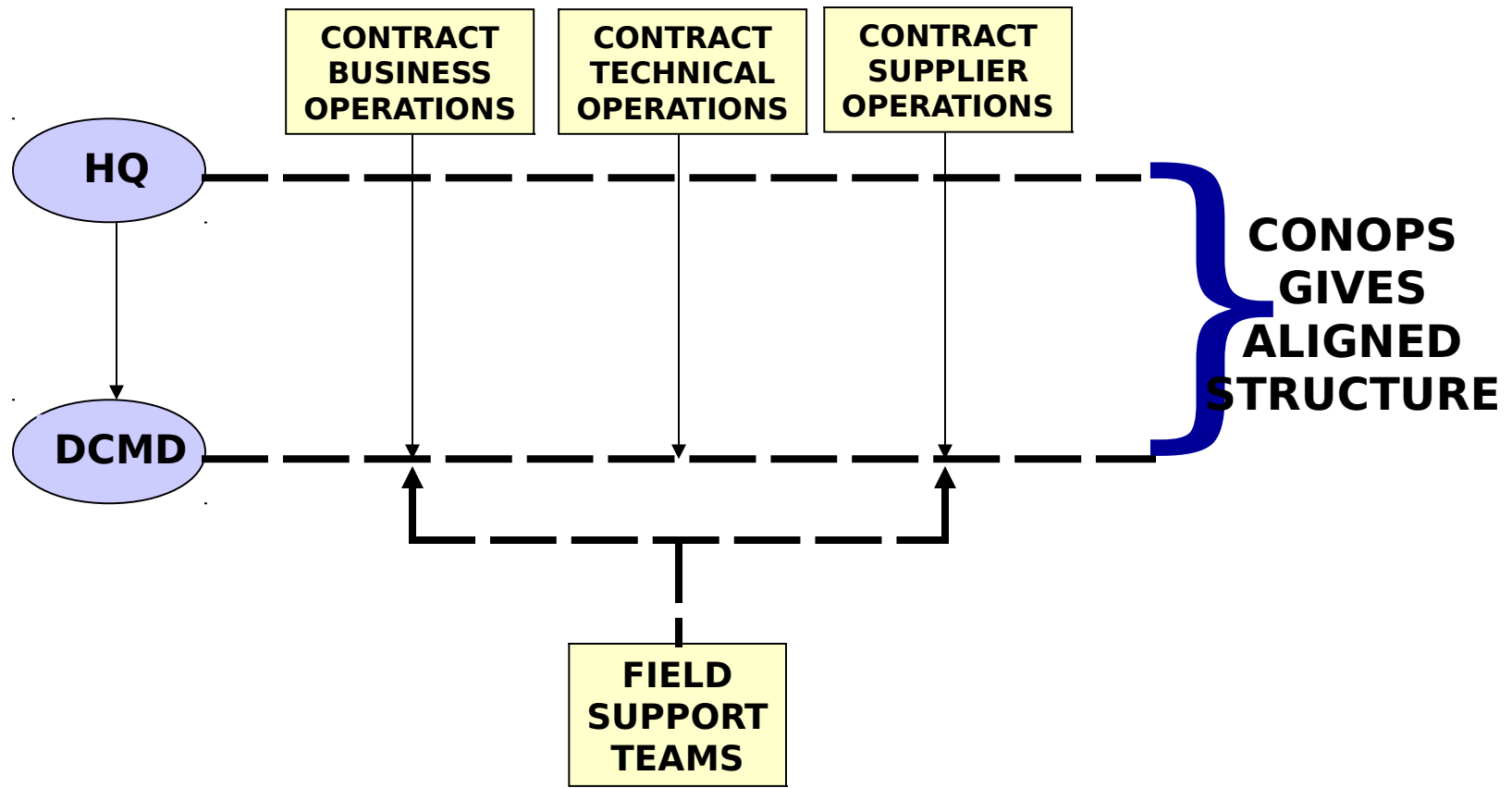
Right Price

Mission

➤ **Serves as principal advisor to the Director, DCMA, in the development and deployment of Agency policy and processes for the following DCMA contract management service sets and associated processes:**

- ▢ **Pre-Contractual Advice Services**
- ▢ **Major Program Services**
- ▢ **Risk Assessment Services**
- ▢ **Product Support Services**
- ▢ **Delivery Services**
- ▢ **Pricing/Modification Services**
- ▢ **Business and Financial Systems Services**
- ▢ **Payment and Financial Management Services**
- ▢ **Contract Closeout Services**

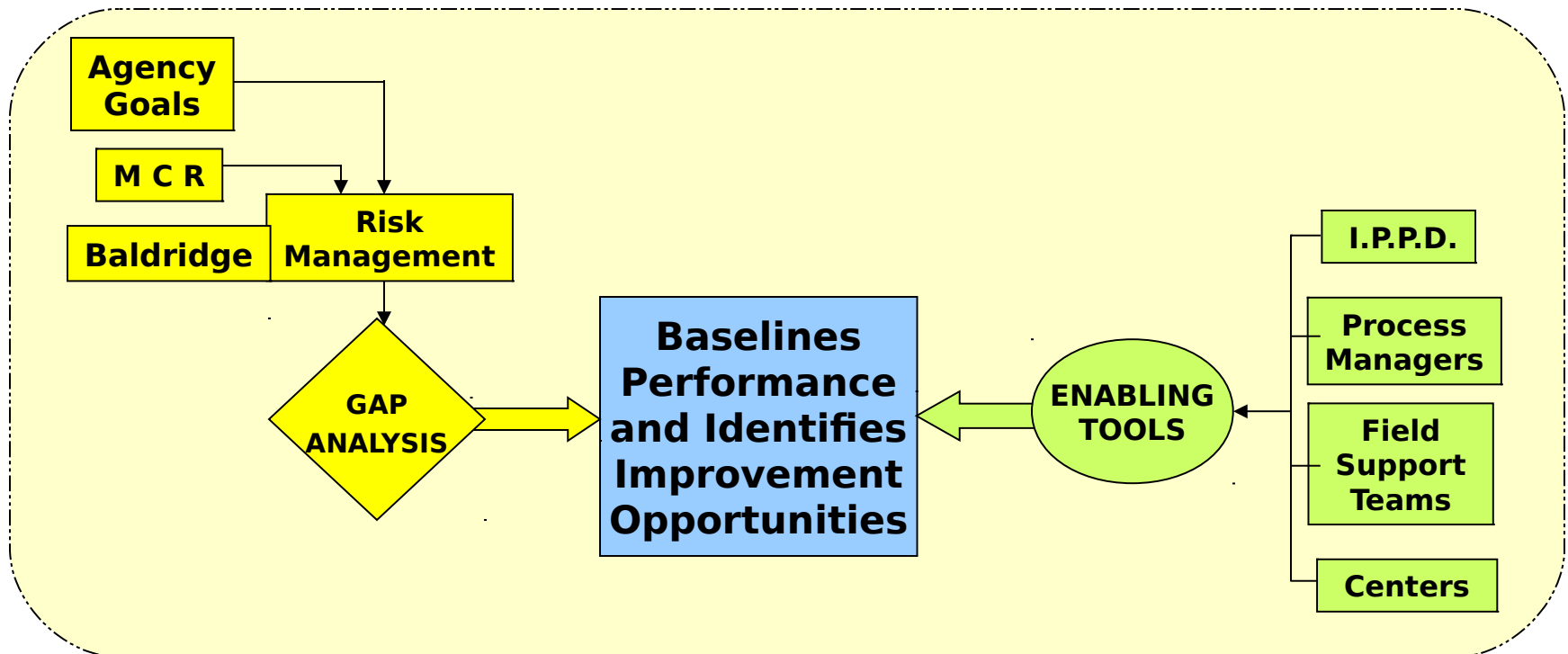
Organizational Alignment - the Framework for Performance



Combining two enabling
groups into something
new

The Focus is the CMO

STRUCTURED APPROACH TO PERFORMANCE IMPROVEMENT



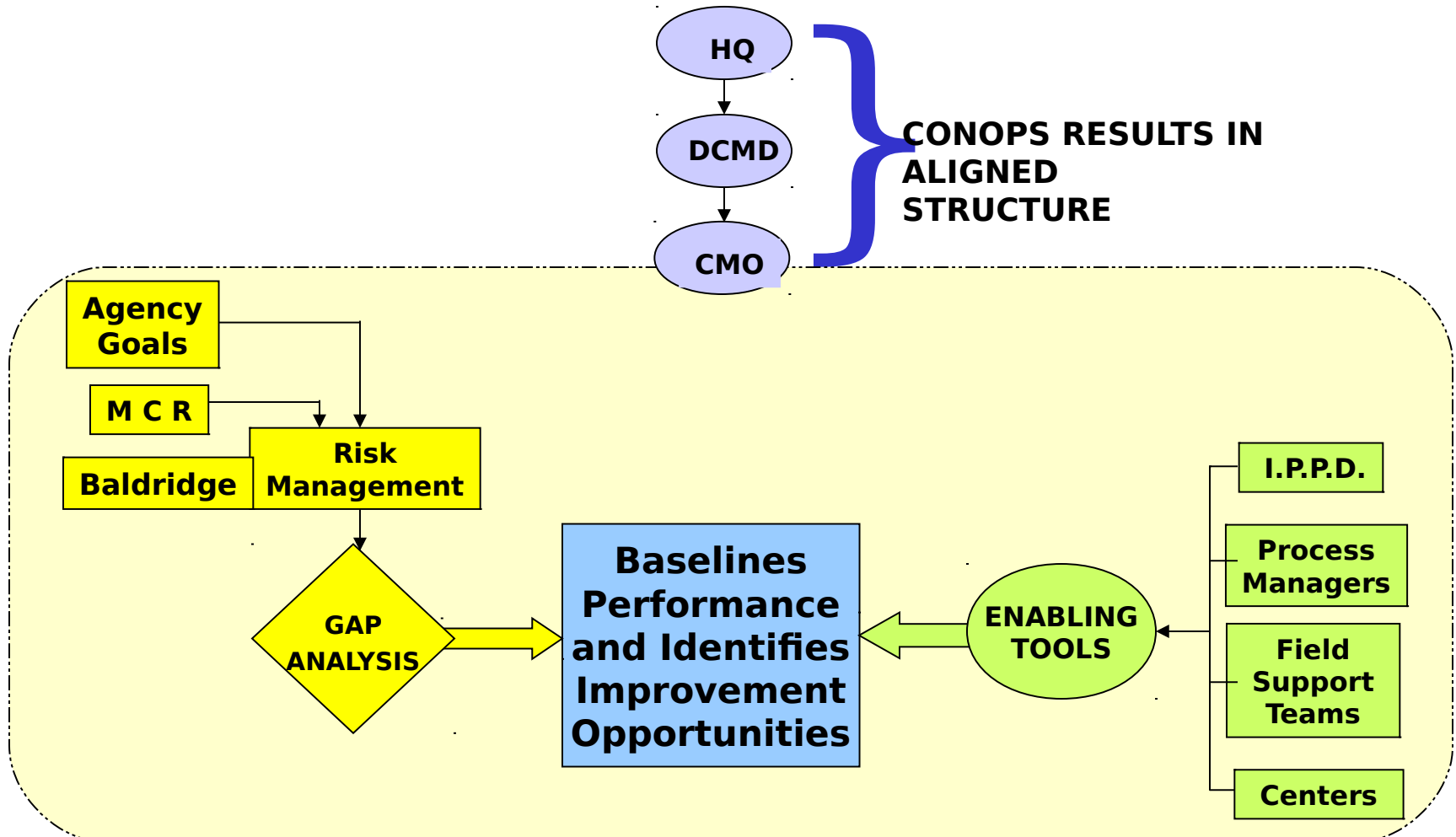
CONCEPT OF OPERATIONS

STRUCTURED APPROACH TO PERFORMANCE IMPROVEMENT

Operating Principles

Process Management - Performance Focus - Process Centric

PUTTING
IT
ALL
TOGETHER



Concept of Operation for Field Support Teams

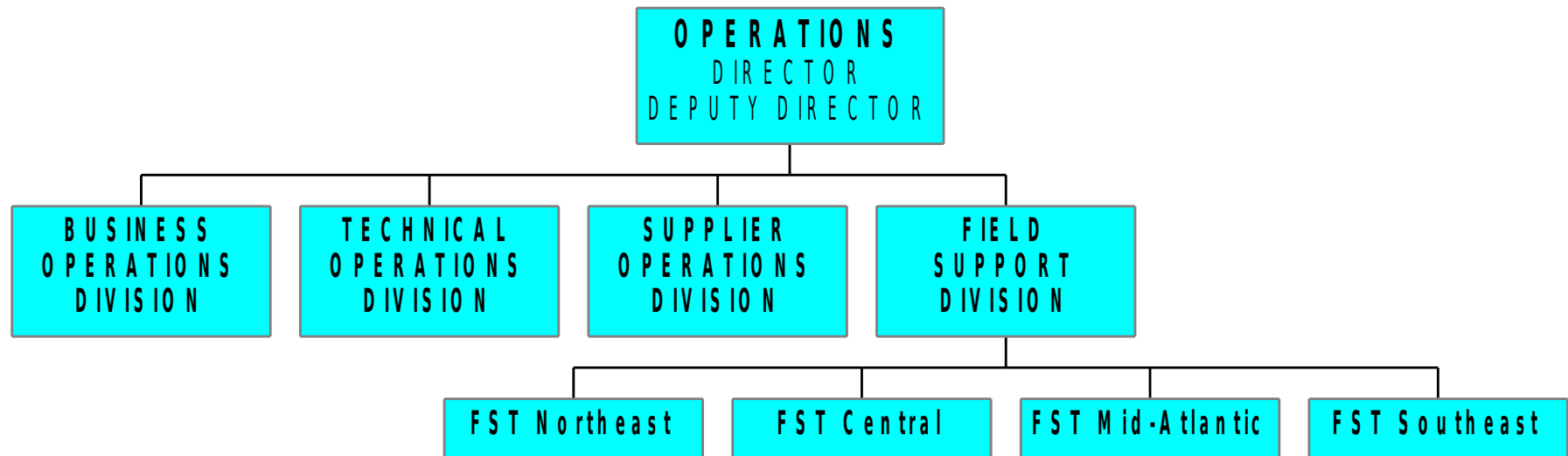
Multifunction teams serving several CMOs in an assigned geographical area who will:

- Provide a resource to assigned CMOs to identify improvement areas**
- Work with CMO management to develop a strategy for achieving improvements**
- Prepare an Annual Support Plan which outlines the support to be provided to the CMO.**

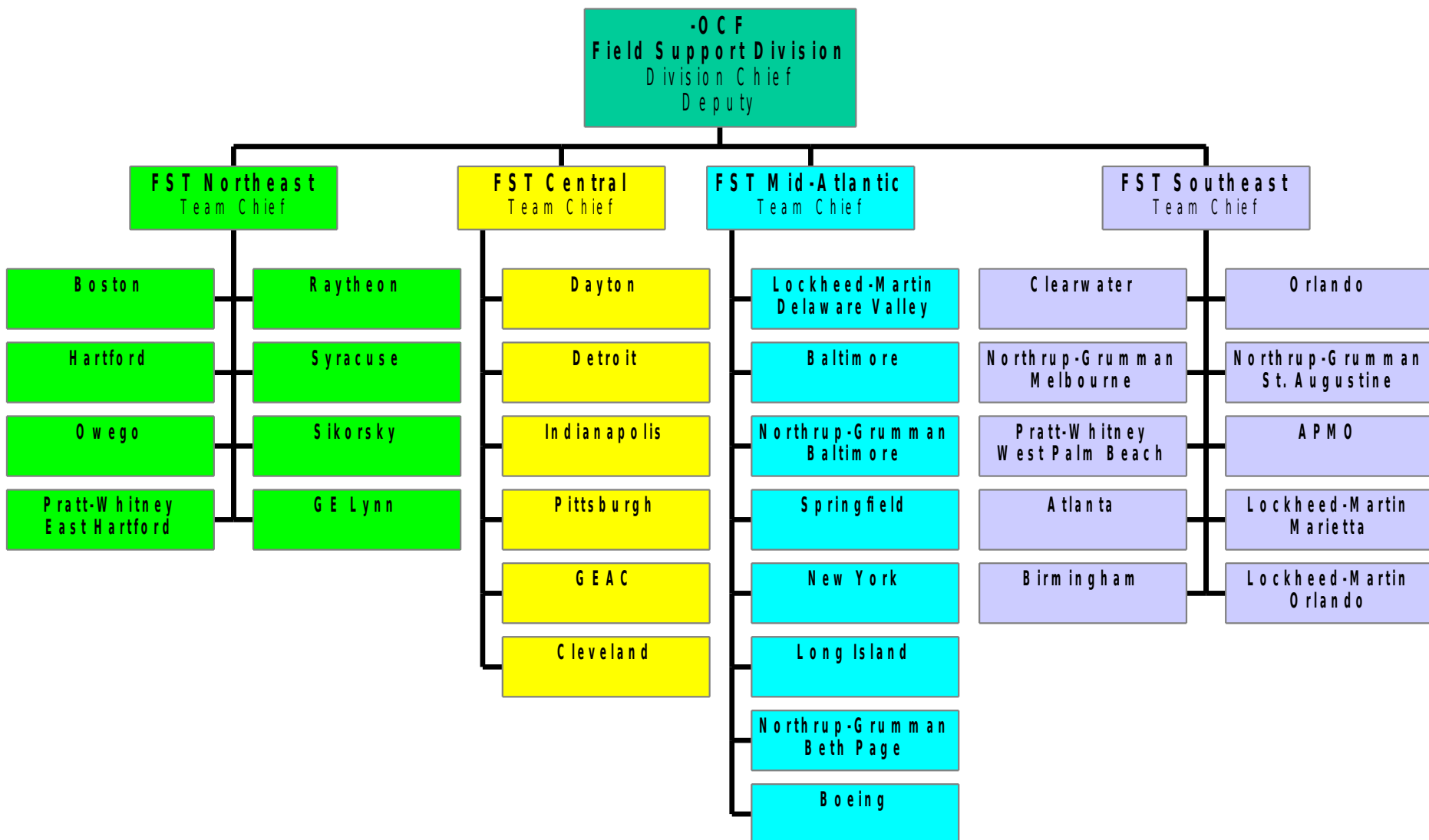
Functions of Field Support Teams

- **provide technical expertise to CMOs**
- **provide assistance to improve processes.**
- **assist CMO management to implement policy**
- **identify skill needs and provide for training**
- **function as Knowledge Workers**
- **provide feedback to refine new policy**
- **provide functional support for DCMA IT applications**
- **provide support to DCMA PATs, RITs, and IPTs.**

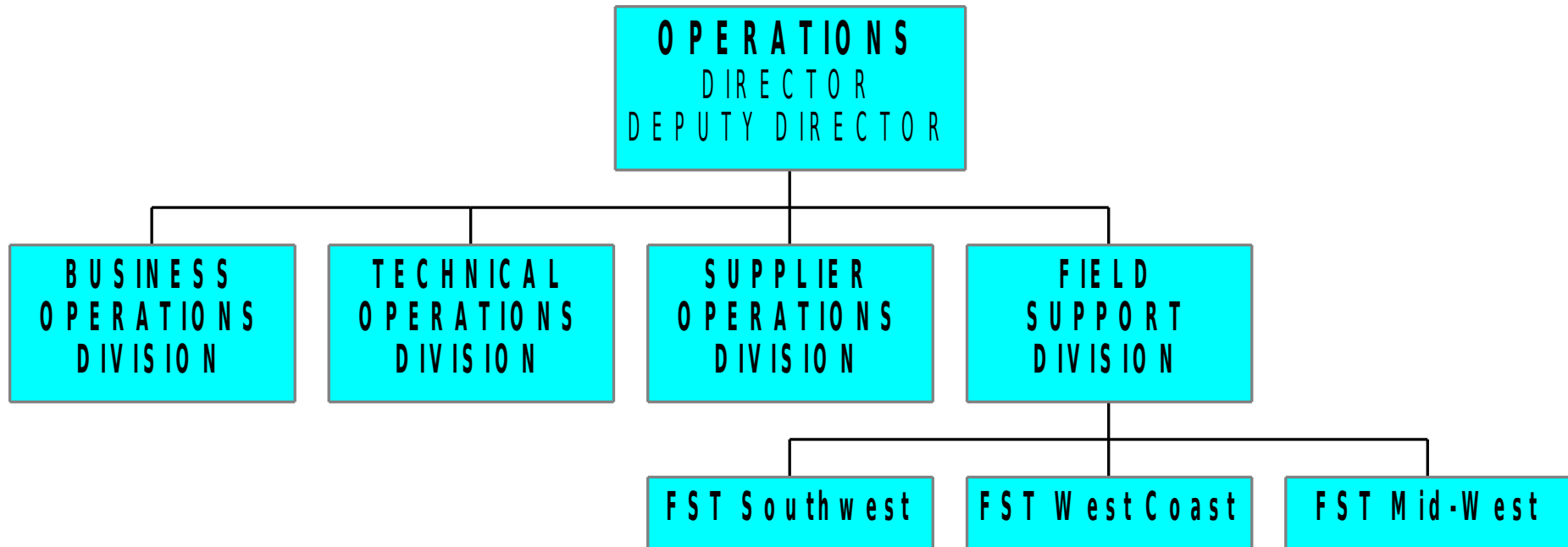
DCMDE Operations Directorate Structure



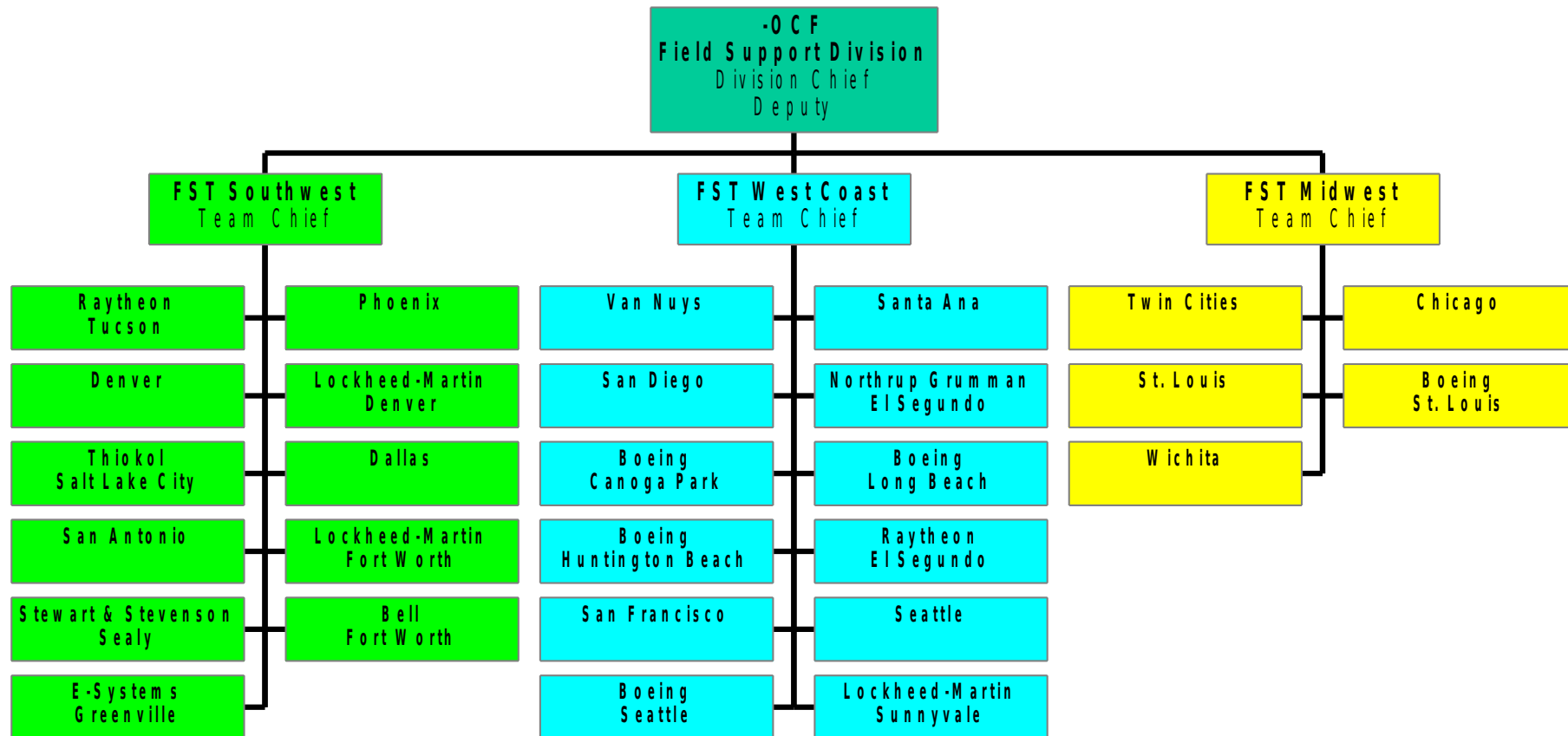
DCMDE Field Support Division Structure



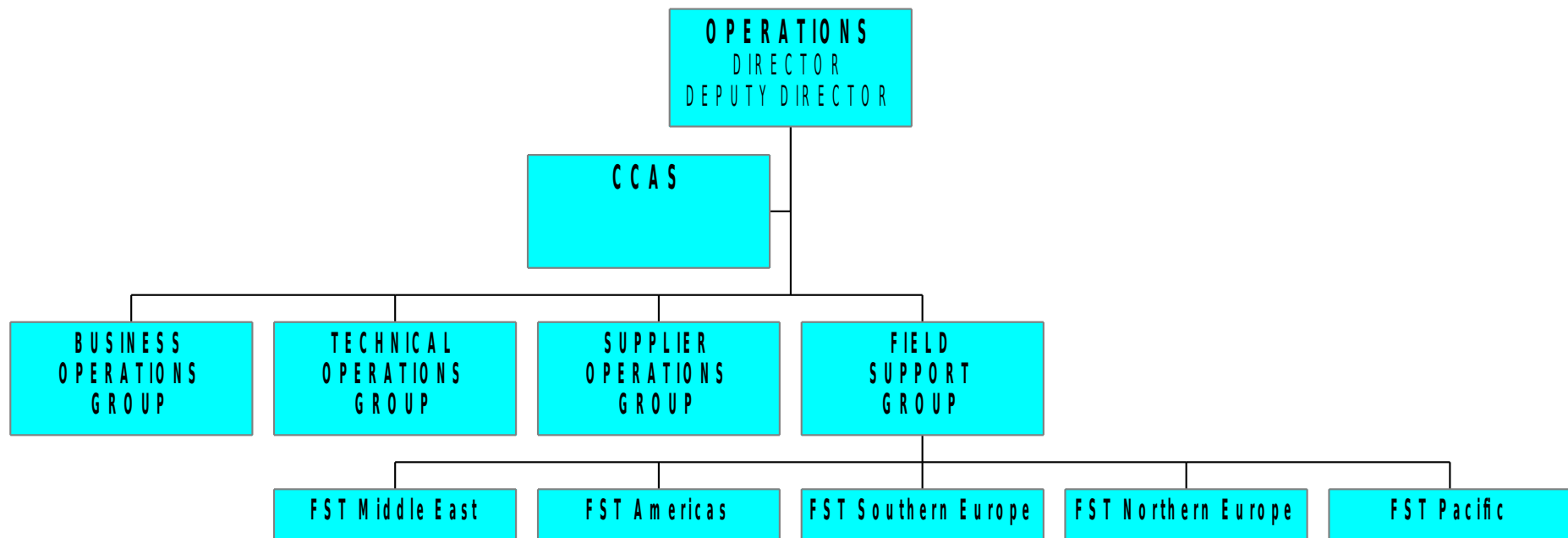
DCMDW Operations Directorate Structure



DCMDW Field Support Division Structure



DCMDI Operations Directorate Structure



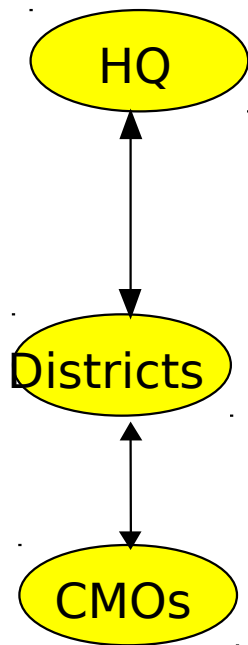
Roles and Relationships

DCMA Concept of Operations Operations Directorate

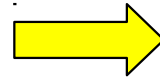
Organization

Responsibilities

Role

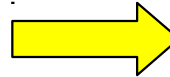


**Determines Policy
Set Metrics & Goals**



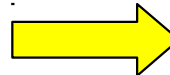
Process Owners

**Implement policy
w/CMOs
Manage Process
Performance to
Achieve District Goals**



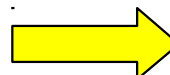
Process Managers

Assist CMOs



Field Support Teams

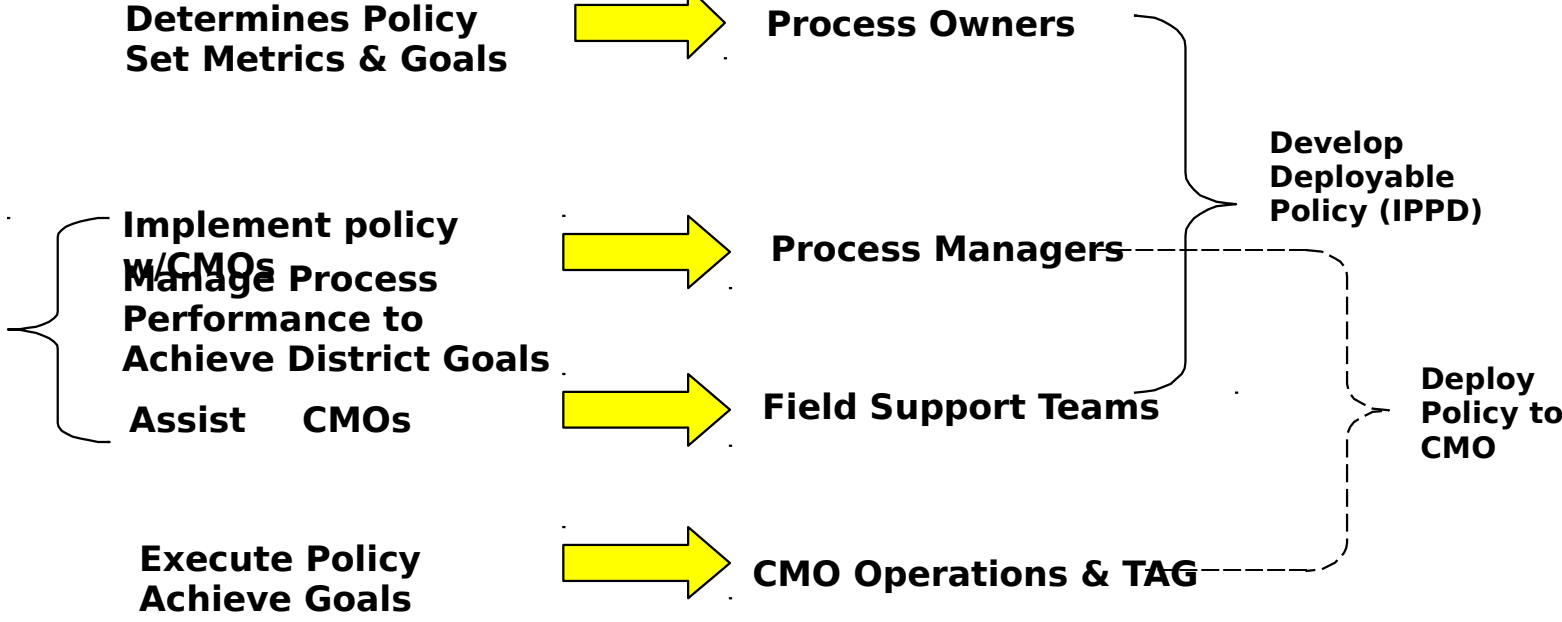
**Execute Policy
Achieve Goals**



CMO Operations & TAG

**Develop
Deployable
Policy (IPPD)**

**Deploy
Policy to
CMO**



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